

### **REMARKS**

Claims 3 and 10 have been cancelled without prejudice. Claims 1, 4 and 6 have been amended. Claims 1-2 and 4-9 remain in the application. Claim 4 was amended for the sole purpose of changing its dependency. Support for the amendments to Claims 1 and 6 may be found in Specification, *e.g.*, at paragraph [0055], in FIG. 4, and the rest of the corresponding disclosure. Applicant asserts that no new matter has been added. Reconsideration of the Application is hereby requested

### **Claim Rejections**

#### ***Rejections Under 35 U.S.C. § 102***

Claims 1-10 were rejected under 35 U.S.C. § 102(b), as being anticipated by Douik (6,012,152).

Claims 3 and 10 have been cancelled, thereby rendering this rejection moot with respect to these claims.

Regarding this rejection as applied to Claims 1 and 6, Douik discloses a system “for managing faults in a mobile telecommunications network.” [Douik, Abstract] With respect to fault handling, Douik “accepts observed symptoms from switching systems (alarms) and trouble reports from network users” [Douik, col. 15, ll. 16-18] and the observed symptoms and trouble reports are *time* correlated and recorded in fault reports. [Douik, col. 15, ll. 18-20]

The present invention, as claimed in Claims 1 and 6, on the other hand, detects a failure in an asset and then presents a set of active symptoms that correspond to the failure to a user

(such as a service representative) as part of a system incident report. The user is then able to select one or more predefined symptoms that correspond to symptoms actually observed by the user. The selected symptoms are included in user incident report that is associated with the system-detected failure. The user incident report and the system incident report are correlated with each other based on the common symptoms associated with the asset failure. By providing the user with a set of preselected activated symptoms corresponding to the failure, the system ensures that the user incident report is consistent with the system incident report. The system also reduces the amount of time the user must spend in finding the correct description of symptoms necessary to issue a user incident report.

Nowhere does Douik disclose a system that activates symptoms, presents a list of activated symptoms to the user so that the user may select from pre-identified symptoms corresponding to a system-detected failure in issuing a user incident report. Furthermore, Douik does make no disclosure of activating a set of activated symptoms from a larger set of pre-identified systems and presenting the set of activated systems to the user. For these reasons, it is believed that this rejection has been overcome and Applicant respectfully requests the allowance of Claims 1 and 6, and all claims depending therefrom.

#### **Prior Art Made of Record**

In addition to the remarks presented above, Applicant asserts that the remaining prior art made of record neither anticipates, nor renders obvious the claimed invention.

#### **CONCLUSION**

Applicant believes that the rejections have been overcome for the reasons recited above. Therefore, Applicant respectfully requests that all remaining claims be allowed and that a timely Notice of Allowance be issued.

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No addition fees are believed due. However, the Commissioner is hereby authorized to charge any additional fees that may be required, including any necessary extensions of time, which are hereby requested, to Deposit Account No. 503535.

10/10/2006

Date



Bryan W. Bockhop

Registration No. 39,613

**Customer Number: 25854**

Bockhop & Associates, LLC  
2375 Mossy Branch Dr.  
Snellville, GA 30078

Tel. 678-919-1075  
Fax 678-609-1483  
E-Mail: bwb@bockpatent.com